

## SPARKLING WATER TROUBLESHOOTING INDEX

### 1. Sparkling is Weak, Low Carbonation

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*Waterlogic WL500 Water Treatment System* produces Premium Sparkling Water which is made in a batch and contains a fine, dense carbonation as compared to other “soda water” products in the market. Optimal sparkling water is generated with cold-water and food grade CO<sub>2</sub> set at 43 psi (3 Bar).

Waterlogic Sparkling Water is very similar to Perrier and Pellegrino Sparkling Water. Temperature of the water in the *WL500 Water Treatment System* has the largest impact on the taste and carbonation levels and the Cold Tank must be below 46°F (prefer 41°F) before injecting water into the Sparkling Chamber (carbonator) to produce proper results.

**⚠ WARNING!** Do not turn up CO<sub>2</sub> pressure beyond recommended setting of 43psi attempting to produce stronger carbonation level as the injection pump used in the carbonator will not be able to compress gas in the Sparkling Chamber and a "No Water Supply" error will result.

The temperature inside the Cold Tank can be displayed on the LCD screen by setting the temp display function to "Ranging" mode. See the programming section to adjust this setting.

#### **Setting Customer Sparkling Water Expectation**

Please ensure your customers expect a Premium Sparkling Water similar to Perrier and Pellegrino versus a Soda Water or Soda Club type of product before installing a *WL500 Water Treatment System*. The *WL500 Water Treatment System* sparkling water will not meet user's expectations if they expect a large bubble soda stream type of product.

A blind taste test using Pellegrino/Perrier is a great way to demonstrate the expectations and quality of the Waterlogic Premium Sparkling Water. Open two bottles and fill one with cold Waterlogic Sparkling Water from a freshly regenerated tank operating at optimum conditions. Recap and mark the bottles accordingly. Please ensure the bottles are sampled at the same temperature you can refrigerate them for later use and comparison. Most users will prefer the great taste of the Waterlogic Sparkling Water at a fraction of the cost of the bottled counterparts.

You may purchase a carbonation tester from a company such as Taprite to measure the level of carbonation if you wish to quantify the results and check the output of the *WL500 Water Treatment System*. The level of carbonation is very consistent as long the test conditions are repeatable and proper testing procedure is followed. User taste preferences will vary and it is critical that expectations are clear before installing a *WL500 Water Treatment System*.

Always allow the **WL500 Water Treatment System** to chill the cold-water to set point temperature (allow up to 45 minutes to chill all 4 liters of water in the unit) before sampling the sparkling water. You or your customer must "Regenerate" the Sparkling Tank by completely dispensing the initial batch of 0.8 liters of product from the Sparkling Chamber once the unit has chilled to set point of 41F. The initial batch of sparkling product will be flat because it was injected into the carbonator (Sparkling Chamber) at ambient temperature when initiating the **WL500 Water Treatment System**. Always remember that the water in the UV treated Cold Tank needs to be cold (below 46° F) to make premium good tasting sparkling water.

Do not set the cold temperature set point below 41°F or you increase the risk freezing the Sparkling Tank. The Thermistor that controls the refrigeration system is located in the well in the UV Cold Tank and does not monitor water temperature in the Sparkling Tank (carbonator). The refrigeration system chills both tanks simultaneously and is either on/off based up on feedback from the Thermistor. Frequent or continuous use of the cold still water side results in refrigeration system running and continuously chilling the sparkling product in the carbonator to the point at or below freezing. This can result in a frozen Sparkling Tank and sparkling product will not be dispensed even with proper gas supply.